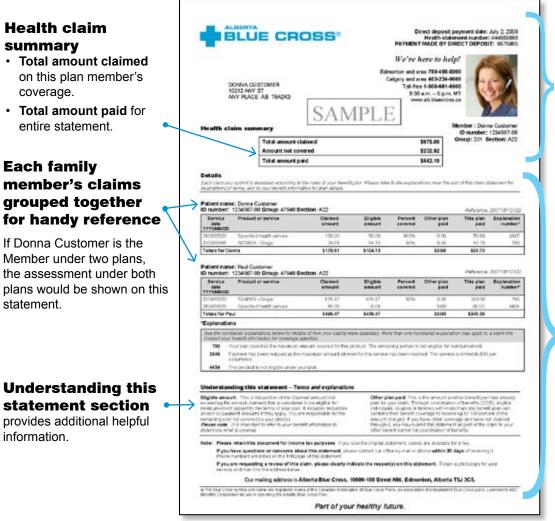
Understanding your health claim statement

Your health claim statement provides an at-a-glance summary as well as details explaining how your claim was processed.



Contact and reference information

- Statement/payment date and numbers.
- Clear notification of payment by direct deposit or cheque.
- Contact phone numbers, business hours and web site.
- Member name, group, section and ID number.

Other statement details

- Product or service refers to assessed health product or service. Description may differ from what was submitted.
- Other plan paid refers to amount paid by any other known coverage, such as the member's spouse's plan. If 100 per cent of the service was covered by the other plan, it would not be listed on this statement.



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